



State of Utah

Product Description

Product Number: 4205.08.15

PROJECT DABC OFFICE INTRANET

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The Department of Alcoholic Beverage Control is moving to an office intranet. The office intranet will allow access to custom written programs for DABC employees. The office intranet will be housed on a VM server at the state office building with a backup VM server in Richfield for disaster recovery. These servers will run IIS to manage the intranet. These VM servers are the responsibility of DTS hosting.

The office intranet will have a production, UAT and test environment. All updates to the office intranet will be processed through change management requests.

- The office intranet will give distinct advantages to DABC. Including...
- Easier deployments of programs
- Less configuration of desktops
- DABC programs will not be loaded onto a user's workstation and laptop
- Version control of programs
- Control of access to DABC programs through user authentication and authorization using Siteminder and UMD controls
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The hours of support required for the Office Intranet are listed below.

Application	Support Hours	Days of Week
Office Intranet	8 am to 5 pm	Monday - Friday

Product Features and Descriptions

Feature	Description
IIS	Web server software application which runs DABC's ASP.net programs.

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ASP.net	Server-side Web application framework designed for Web development to produce dynamic Web pages. All programs on the office intranet are produced by ASP.net.
Site Minder	Used to authenticate and authorize user connectivity to the office intranet.
VM Server	Virtual machine server.

Features Not Included

Feature	Explanation
User Manuals	The creation and maintenance of user manuals is done by the DABC.
User Training	DTS does not support user training.

Rates and Billing

Feature	Description	Base Rate
Application DBA	Primary responsibility for the health and maintenance of all instances of the production database including load balancing, synchronization with the backup server in Richfield, backup and restore operations etc. Also includes liaison with software vendor for issues concerning the commercial application.	See DTS Approved Rate 1 DBA
Custom Code bug fixes and enhancements	Program, unit and beta test custom developed applications to fix reported bugs, research and fix discrepancies between the various package databases, program enhancements to existing applications as well as develop new application functionality as requested.	See DTS Approved Rate 3 Programmer/Analysts
Hardware Support	System hardware installation, environment, LAN/WAN connectivity, etc.	Support within established rates for DTS enterprise hosting, networking, & security staff as appropriate.

Ordering and Provisioning

Enhancement requests for program improvements or new functionality are made in writing to the Systems Development Supervisor, who logs them into the ITAC project tracking system. These requests are then discussed and prioritized in a formal bi-monthly ITAC review meeting.

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The ITAC is comprised of the senior managers of the agency and the regional managers who supervise store operations

DTS Responsibilities

1. Participate with the ITAC in identifying and prioritizing program fixes and enhancements to the custom developed applications.
2. Program, test and deploy modifications to the custom applications to fix reported bugs and implement enhancements to accommodate changes in business practices and/or user requests.
3. Participate with the ITAC in identifying and prioritizing program fixes and enhancements to the custom developed applications.
4. Coordinate testing of all applications
5. Assist the agency in defining requirements for enhancements to the custom programs or requests for new functionality. Raise issues to the DABC leadership when decisions need to be made related to how a change should be implemented from a business perspective.
6. Define technical requirements for enhancement requests and legislative mandates.
7. Support the network, servers and other hardware to ensure operational “up time” to the DABC office during hours of operation. This includes on-call time for business hours outside of normal working hours for DTS personnel.
8. Monitor database performance regularly and provide tuning when required.
9. Provide database support to ensure database instances are operational during hours when the application needs to be running.
10. Maintain the ITAC Project Tracking program to ensure that user requests are visible, prioritized, developed and delivered as expected by agency managers.
11. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DTS will verify and test all existing mitigation controls that are associated with DTS responsibilities.

Agency Responsibilities

1. Participate in defining business requirements for changes being requested through the ITAC.
2. Report bugs discovered in the core product or any attendant applications using the System Development Help Desk procedures. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.
3. Perform acceptance testing of each new release of the core product and custom applications and report any problems to the Systems Development unit.
4. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DABC will verify and test all existing mitigation controls that are associated with DTS functions.

DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Availability during production hours based on 9 Hrs/Day, 5 Days/Week (11,610 min/mo).	99% Availability
	99% Availability

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	95%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%

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Critical priority – 30 Clock minutes	95%
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First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	95% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	95% of respondents satisfied